

AI Information Sheet

AI tools can be helpful when preparing a complaint. However, if you choose to use AI, it is important to understand the risks and your responsibility for the information you submit.

What is AI?

Artificial intelligence (AI) is a type of technology that enables computers and machines to perform tasks that normally require human intelligence.

Generative AI - such as ChatGPT, CoPilot, Claude or Google Gemini – is a tool that many now use daily. Generative AI can generate text when prompted.

What happens if you use an AI tool to submit your complaint?

We will assess all complaint submissions in the same way, whether or not AI was used to prepare them. Regardless of how you prepare your complaint, you are responsible for ensuring that all information you submit is accurate, clear, and relevant.

Why is it best to describe your concerns in your own words?

Submitting your complaint in our own words help us understand what happened, why you are concerned, and what information is most important to you.

AI tools can help organize or summarize information, but they can also add inaccurate, irrelevant, or fabricated details. This is sometimes called an AI hallucination.

Using AI to write your complaint may also:

- Introduce policies, facts, or legal cases that do not exist
- Make the complaint unclear by adding unnecessary words or unsupported facts that take away from your original concerns
- Create false information about our complaint process and jurisdiction
- Lead to inconsistencies in your evidence

If you need help describing your concerns, we can help you submit a complaint. Call us at 604-742-6715 or 1-877-742-6715 (toll free).

What to do if you use AI to draft your complaint?

- Double-check the results before submitting the complaint and ensure the facts and information are accurate
- Provide clear and concise information about your concerns, including dates, times, and the conduct you are concerned about
- Avoid referring to legislation, bylaws, or practice standards, as that can create confusion – we will assess the conduct and apply the applicable regulatory instrument(s)

Do you need to disclose that you used AI?

You do not need to tell us that you used an AI tool to help prepare your complaint. However, you remain responsible for ensuring that everything you submit is accurate, clear, and relevant.

How can you protect your privacy when using AI?

Some AI tools may store, reuse, or share personal or confidential information. As a result, information you provide could become part of an AI database. Be careful about what you enter into an AI tool.